



## **Section 8 Contract Administration**

### **Annual Customer Service Survey**

2014

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## **Summary of 2014 Customer Service Survey Results**

The 2014 Customer Service Survey titled “Annual Survey for Owners, Management Agents, and Property Managers of Section 8 Properties” was made available to Owners, Management Agents, and Property Managers on October 27, 2014. The survey used a web-based internet company to compose, collect, and analyze the results. A cover email and link to the survey was sent electronically to IFA’s Section 8 stakeholders. As of November 7, 2014, fifty-nine responses to the survey had been received. In order to provide an additional opportunity to participate, the survey was sent a second time to Owners and Agents who had not previously responded. The survey return deadline was extended to December 10, 2014.

As of December 11, 2014, seventy-eight responses to the survey had been received. IFA decided to make one final push for additional responses to the survey and sent out individual requests to Section 8 stakeholders who had not responded. The survey final deadline was January 9, 2015.

The survey included questions regarding specific core tasks. The survey also included questions about customer service and training. The survey questions were asked in the following order:

1. Management, Occupancy, and FHEO Reviews;
2. Rental Adjustments;
3. Contract Renewals;
4. Payment of HAP Vouchers & Special Claims;
5. CGI (IFA’s subcontractor for voucher processing);
6. Customer Service and Communication; and
7. Training.

This is IFA’s fourteenth survey conducted since the inception of the program in 2000. The questions in this year’s survey were redesigned to give the Owners and Agents a better understanding of each question and to stay consistent with the content utilized in last year’s survey. IFA believes the web-based survey is simpler for the Section 8 stakeholders to understand, takes less time to complete, and is more convenient to submit the completed survey to IFA through the web-based system. The Customer Service Survey was emailed to approximately 400 Owners, Management Agents, and Property Managers. However, around 25 emails bounced and were returned undelivered. IFA received 91 responses to the survey, a 24% return rate. This return rate is a decrease from the 2013 survey, which had a response rate of 27%.

### **Summary**

A majority of respondents believe that IFA is maintaining an extremely high level of customer service in all categories of service. Contract Renewal led the way with a 100% overall rating, followed by Rental Adjustments, HAP Voucher & Special Claims, CGI, and Customer Service by posting a 99% satisfaction rating. The Owner/Agents responding believe that IFA’s staff is courteous, professional, and responsive when performing their work. The respondents in five (5) of the six (6) applicable sections of the survey gave IFA a 100% satisfaction rating for “*courteous and professional*” and gave a 98% rating for the remaining one (1) section of the survey. Additionally, 99.56% of the responding stakeholders believe that IFA’s staff understands the regulations and provides technical assistance to the Owners/Agents.

There was a noticeable increase in the approval rating for CGI, the subcontractor who conducts the review and reconciliation of monthly HAP vouchers. CGI received a superb 99% overall satisfactory rating compared to the 92% overall rating the company achieved in

last year's survey. Owner/Agents gave CGI superior marks for their technical assistance, professionalism, prompt responses, and understandable answers to questions about voucher compliance and submissions. On the question that related to *"CGI is easily accessible and provides prompt technical assistance to complete the reconciliation process,"*

Owner/Agents gave CGI a 96% satisfactory rating. More importantly, CGI scored 100% satisfactory rating when Owner/Agents responded to the questions concerned with *"My organization was provided with clear and understandable answers to voucher compliance/submission questions,"* as well as, *"My organization's phone calls and/or emails are responded to within two business days."*

Overall, Section 8 stakeholders seem extremely satisfied with IFA's services. Once again, 100% of respondents stated they were satisfied to some degree with the services the Section 8 Contract Administration division provides. When presented with the statement, *"The contract renewal process is conducted in a courteous and professional manner,"* 74.3% of respondents answered that they "Strongly Agree." 69% and 67.6% respondents answered "Strongly Agree" when presented with the statements, *"The IFA team members processing the contract renewal have a thorough understanding of HUD rules and regulations and or perform follow-up on owner/agent questions and provide guidance once the issue is researched,"* and *"My organization is provided with clear and understandable answers to contract renewal questions."*

IFA's staff received a perfect score of 100% satisfaction rating on six (6) out of six (6) questions in the Contract Renewal section from the Owner/Agents. The Contract Renewal section did not receive one negative answer on six (6) questions of the survey. IFA Section 8 staff should be very pleased with increasing the customer satisfactory ratings of the division received from the Owner/Agents this year. The overall performance rating was an increase of 3% from last year's total. The 100% rating indicates the Contract Renewal department is providing exceptional technical proficiency. It also shows the department processes renewals in a courteous and professional manner. IFA received few comments from the stakeholders on this section of the survey. The comments that IFA did receive were written by agents who were not directly involved in the Contract Renewal process.

The Payment of HAP Vouchers/Special Claims section of the survey and Rental Adjustments section had an exceptional overall 99% satisfactory rating. This was an increase of 8% for the Payment of HAP Vouchers/Special Claims section, and an increase of 6% for the Rental Adjustments section from the previous year. The Payment of HAP Vouchers/Special Claims section received a perfect 100% rating score for informing Owner/Agents in advance of funding delays and disbursement of HAP subsidy, by processing Special Claims requests promptly, by providing organizations with clear and understandable answers to voucher adjustments, and by providing technical assistance during and after the Special Claim process. The Rental Adjustments section received a perfect 100% rating for having a thorough understanding of HUD rules and regulations, by providing organizations with clear and understandable answers to rent adjustment questions, responding to phone calls and emails within two (2) business days, and by providing with a clear and complete explanation for denying or reducing a rent adjustment.

The Customer Service section received outstanding marks and an overall 99.44% satisfactory rating. The overall performance rating was an increase of 2% from last year's total. The Customer Service section received a perfect 100% rating score for responding to questions and inquiries courteously and professionally, by providing a written response when necessary, and by giving organizations confidence in the information provided by IFA. When presented with the statement, *"Providing excellent customer service that is courteous and respectful is a priority for all levels of IFA staff,"* 85.9% of respondents answered "Excellent." 86.1% respondents answered "Excellent" when presented with the statement, *"My organization's working relationship with IFA is."*

The Management, Occupancy, and FHEO Reviews section received outstanding marks and an overall 98% satisfactory rating. The overall performance rating was an increase of 2% from last year's total. The Management, Occupancy, and FHEO Reviews section received perfect scores of 100% satisfaction rating for three (3) questions on the survey. The Management, Occupancy, and FHEO Review section exceeded in providing ample notice for scheduling the MOR and providing enough information for preparing for the review, beginning the MOR promptly at scheduled time, and being easily accessible to provide assistance during and after MOR and responding to emails or phone calls promptly.

IFA still needs to find innovative ways to train and inform our customers and stakeholders on the newer and more complex HUD rules and regulations. Most information is delivered by HUD to the Contract Administrators (IFA) and the public by the way of internet websites. The survey indicated that internet usage had increased in the current year, but 23.5% of Owner/Agents "Rarely" or "Never" used the IFA website to assist them in their compliance needs. The survey also showed that over 92.5% of the respondents would participate in training session if it was available on the Internet. The survey also showed that if IFA hosted a relevant Project-Based Section 8 training, 88.1% of the respondents said at least one (1) person would attend. Owners/Agents are most interested in information about TRACS/TRACS Discrepancies (65.5%), Handbook 4350.3 REV-1, Chg. 4 (62.1%), Enterprise Income Verification (60.3%), and Management and Occupancy Reviews (51.7%). The Iowa Finance Authority will continue to post new and updated documents to the IFA website, [www.IowaFinanceAuthority.gov](http://www.IowaFinanceAuthority.gov) as well as distribute the most current information in management bulletins and our quarterly newsletter 'News-Br-8-k' to Section 8 stakeholders. Additionally, IFA redesigned the public website to give it a customer-friendly format, which should encourage our stakeholders to use the website for their Section 8 compliance needs.

The Section 8 Customer Service Report will be submitted to IFA's Executive Director, Chief Administration Officer, Section 8 Director, management team members, CGI, and our HUD Contract Administration Oversight Monitor (CAOM). The survey results will be posted on IFA's website, and notification will be provided to all Owner/Agents by email titled Section 8 News.

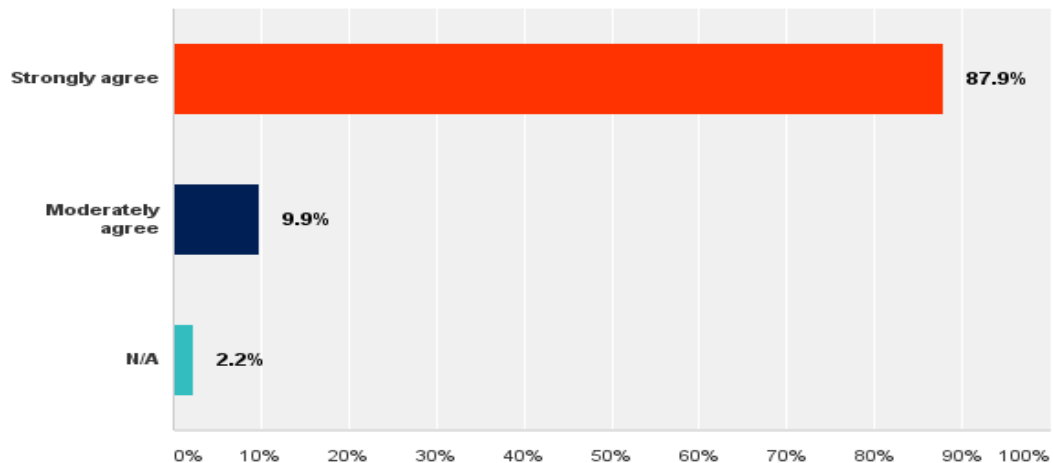
<b>Percent of Respondents With Overall Satisfaction</b>			
	<b>2014</b>	<b>2013</b>	<b>2012</b>
<b>Management, Occupancy, &amp; FHEO Reviews</b>	98%	96%	98%
<b>Rental Adjustments</b>	99%	93%	97%
<b>Contract Renewals</b>	100%	97%	98%
<b>HAP Voucher &amp; Special Claims</b>	99%	91%	96%
<b>CGI, Inc. EPS, Inc. (2012)</b>	99%	92%	95%
<b>Customer Service</b>	99%	97%	98%
<b>Average</b>	99%	95%	97%

## Management, Occupancy and FHEO Reviews

91 respondents answered questions on the “Management, Occupancy and FHEO Review” section. Of the 91 customers that participated, the following responses were provided:

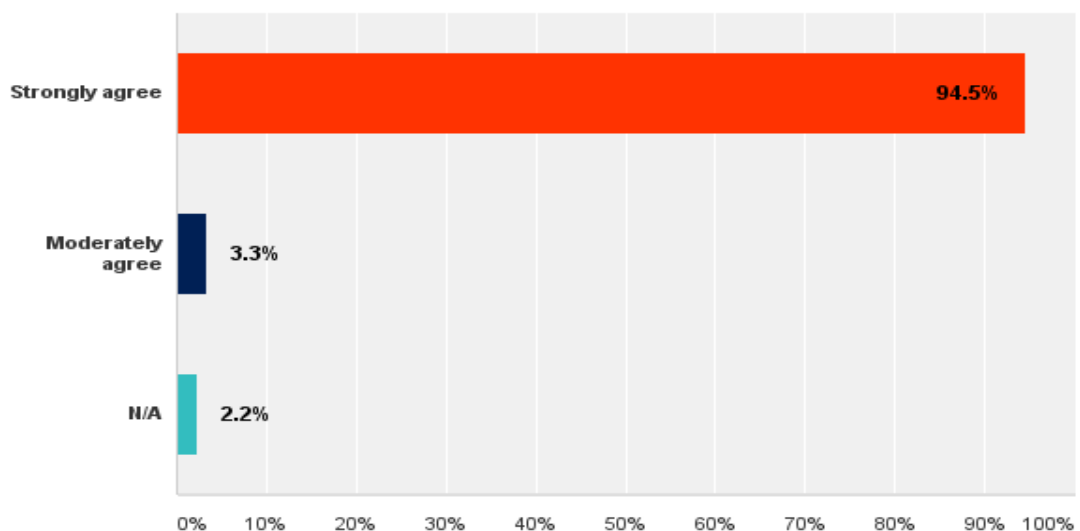
### Q1 My organization is provided with ample notice for scheduling the MOR, and IFA provides enough information to assist me in preparing for the review.

Answered: 91 Skipped: 0



### Q2 The MOR begins promptly at the scheduled time.

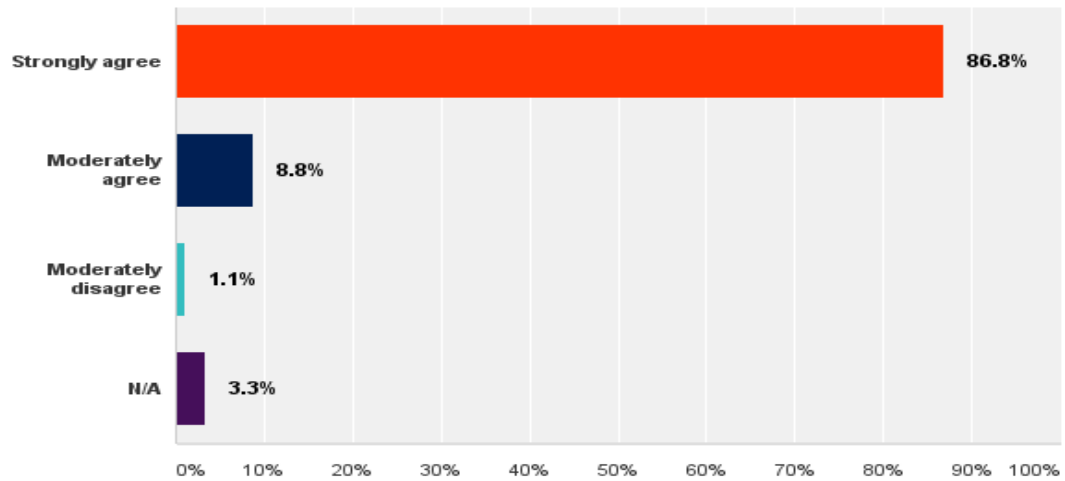
Answered: 91 Skipped: 0



## Management, Occupancy and FHEO Review (continued)

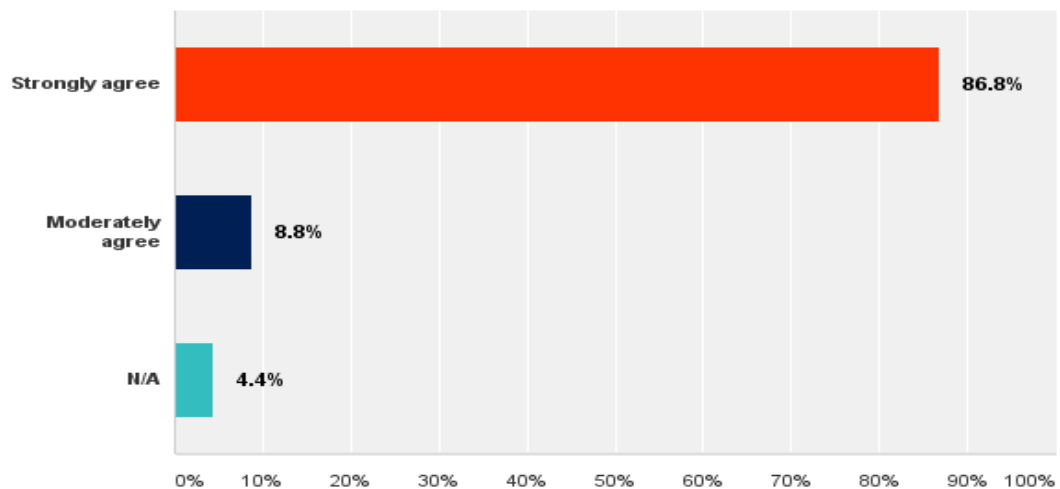
**Q3 The HCS conducting the review has a thorough understanding of HUD rules and regulations and/or performs follow-up on owner/agent questions and provides guidance once the issue is researched.**

Answered: 91 Skipped: 0



**Q4 The HCS is easily accessible to provide assistance during and after the MOR, responding to phone calls or emails promptly (within two business days).**

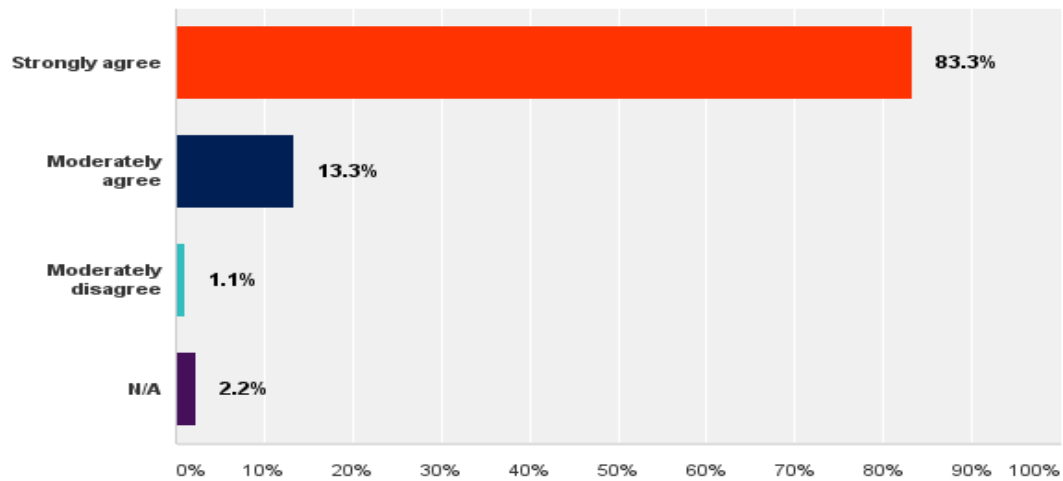
Answered: 91 Skipped: 0



## Management, Occupancy and FHEO Review (continued)

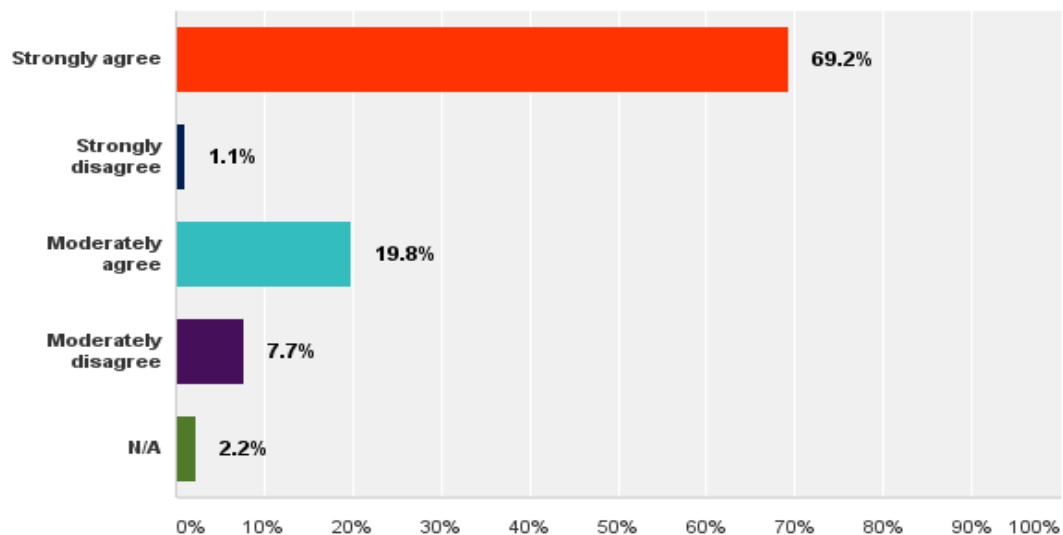
**Q5 The HCS takes time to understand my question(s) and then provides an adequate, clear interpretation and instructions regarding the application of HUD rules and regulations.**

Answered: 90 Skipped: 1



**Q6 The MOR Report provides specific information, in plain language, regarding the needed corrections for the findings.**

Answered: 91 Skipped: 0

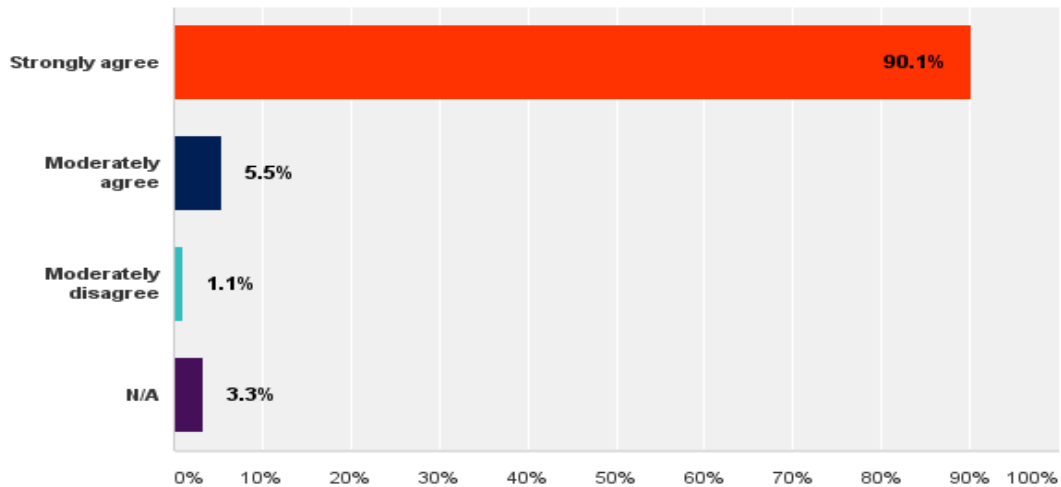




## Management, Occupancy and FHEO Review (continued)

### Q7 The MOR is conducted in a courteous and professional manner.

Answered: 91 Skipped: 0



## Comments from respondents - Management, Occupancy and FHEO Review

Of the 91 respondents that participated in the “Management, Occupancy and FHEO Review” section, 24% offered the following comments and/or suggestions regarding the Management and Occupancy Review:

1. I am only involved in compliance and management of tenant files.
2. IFA is always courteous, prompt, and knowledgeable. They are approachable with questions and understand the daily obstacles the PM is faced with when making decisions at the property level.
3. It is always nice to work with IFA.
4. N/A.
5. The MOR correction language looks bad to the owners because it is listed several times throughout the form. This makes it look worst for the manager in the owner’s perspective. Possibly putting the corrections in one place rather than 3 would make it clearer as it is in other states.
6. Our Housing Compliance Specialist (HCS) has gone above and beyond in helping me with all questions and problems I have and continue to have.

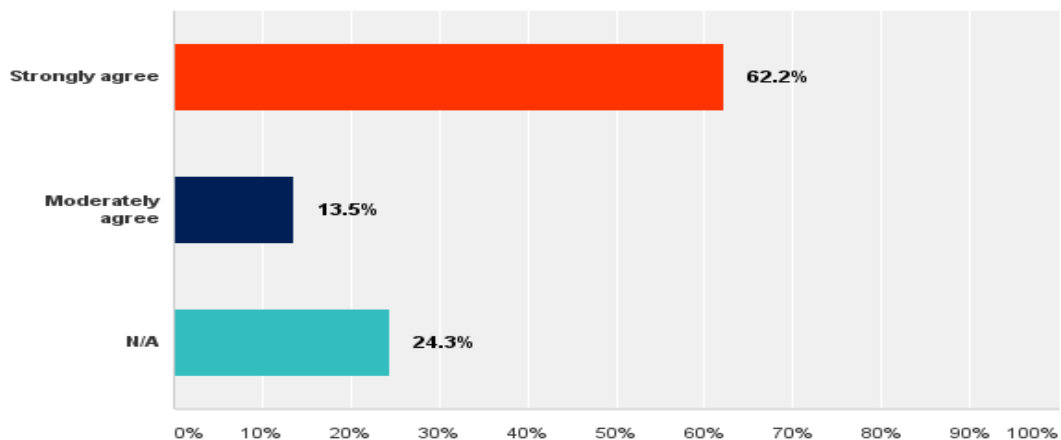
7. Our HCS is outstanding in all ways.
8. Our HCS is great and we could not ask for a better person to the MOR. The HCS is very professional and extremely helpful.
9. The HCS is knowledge and professional courtesy is unsurpassed.
10. When dealing with our IFA, our HCS feels like family to us. The HCS explains things we may have questions on and will always follow-up with any questions or concerns we may have in a timely manner.
11. Always excellent and professional. Greatly appreciated. Many thanks.
12. Very courteous and extremely knowledgeable on all aspects of HUD regulations.
13. There seems to be an inconsistency among the HCOs as far as how the MORs is conducted. When checking with other managers, after a MOR we find that one may have received a “ding” for one item but not at the other property. Or some are given notice as to what units will be inspected while others are not given the names ahead of time.
14. Our HCS is TERRIFIC!!!
15. I was very impressed in how the MOR went and how everything was handled and explained. I actually learned several things from my MOR.
16. Plain language please. Omit acronyms. HCS? What Housing Coordinator? We need a dictionary just to understanding and it is belittling. Use the chapter, paragraph and then in real English tell us what you want. Thank you.
17. I have learned a lot from our HCS and appreciate everything the HCS does as well as the professional and knowledgeable manner the HCS presents.
18. Depends on who the inspector is, some are great, others are unaccommodating. We used to get 30 days to respond, which isn’t much anyway, now some of that time has been taken away due to the inspector needing to respond to HUD earlier.
19. It wasn’t very clear how they wanted the correction to be completed on paper. Very confusing and made the progress a very slow process, when the correction was done immediately.
20. We have just a few HUD units and are located in a rural area. This makes it a little difficult to stay current with the rules and regulations, but the use of Webinars from a service bureau that we do business with helps.
21. The HCS is very standoffish. Seems like the HCS is there to do whatever the HCS can to find mistakes rather than being helpful. It makes it very uncomfortable having to have the MORs.
22. Our HCS is excellent to work with.

## Rental Adjustments

The “Rental Adjustment” section received 74 responses but an average of 25% were answered N/A. Of the 74 respondents that participated, the following answers were provided:

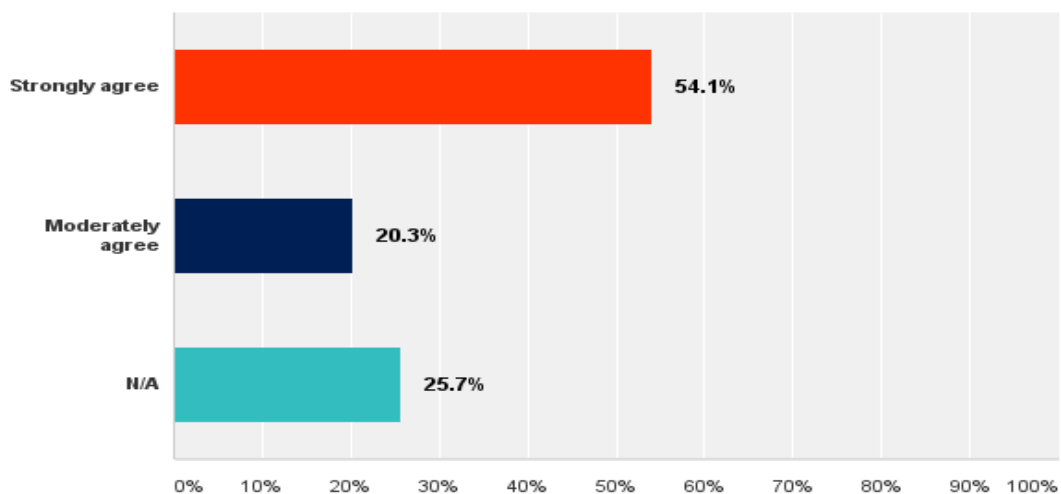
**Q9 The IFA team members processing the rent adjustments have a thorough understanding of HUD rules and regulations and/or perform follow-up on owner/agent questions and provide guidance once the issue is researched.**

Answered: 74 Skipped: 17



**Q10 My organization is provided with clear and understandable answers to rent adjustment questions.**

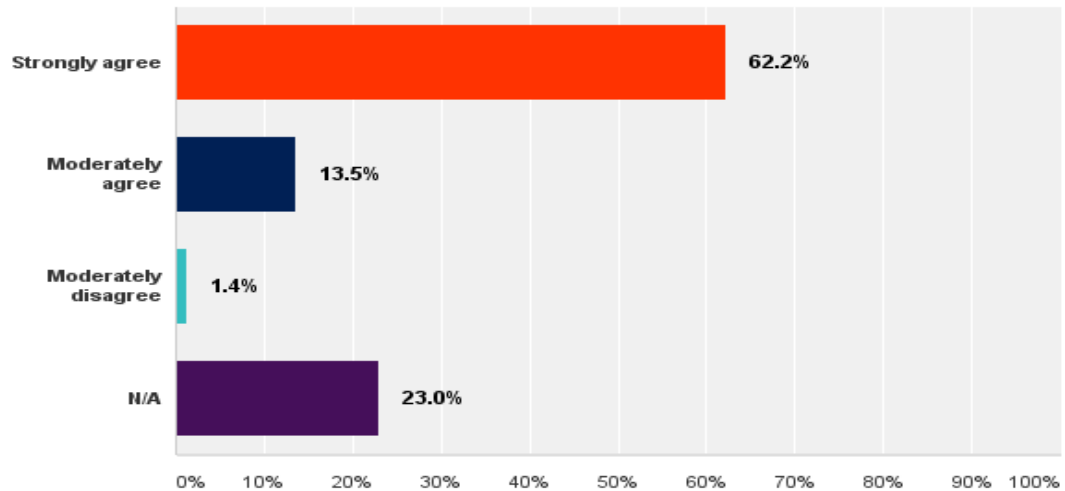
Answered: 74 Skipped: 17



## Rental Adjustments (continued)

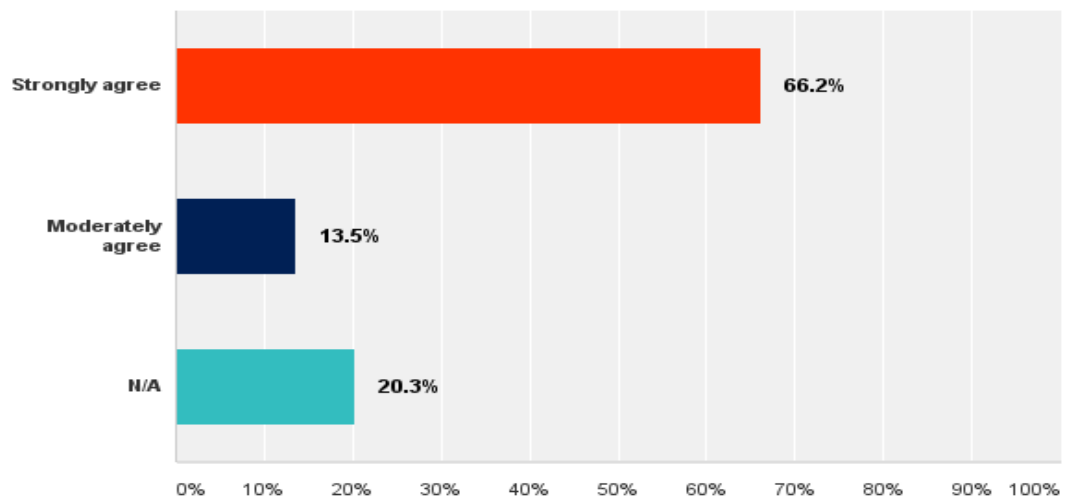
### Q11 IFA team members are easily accessible to provide technical assistance during and after the rent adjustment process.

Answered: 74 Skipped: 17



### Q12 My organization's phone calls and/or emails are responded to, by the appropriate IFA team member, within two business days.

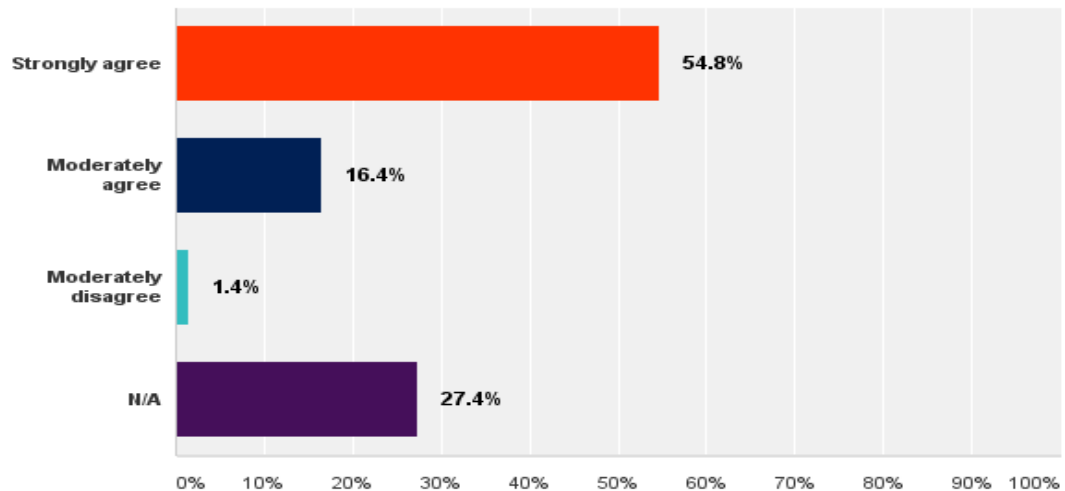
Answered: 74 Skipped: 17



## Rental Adjustments (continued)

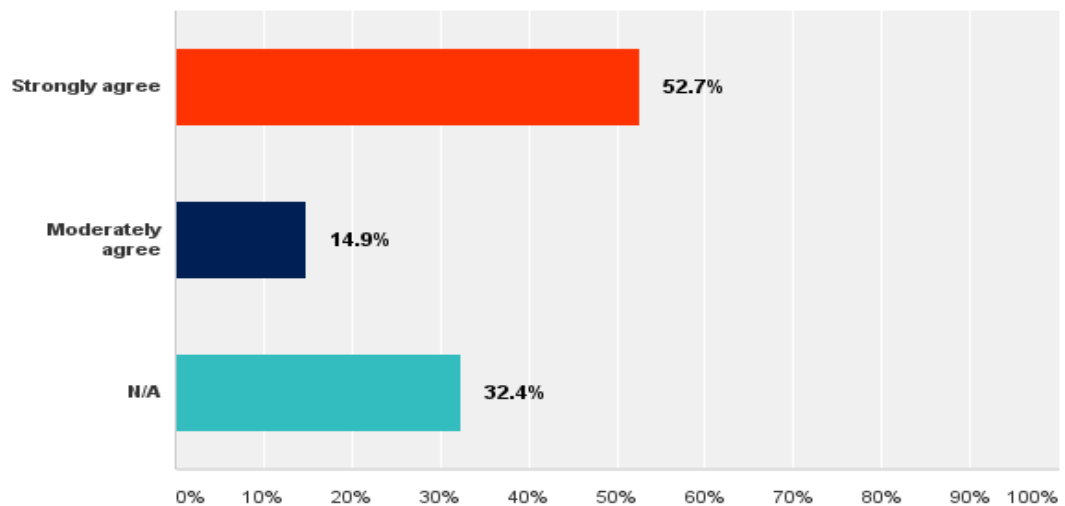
### Q13 My organization is promptly notified of any problems or delays in processing the rent adjustment.

Answered: 73 Skipped: 18



### Q14 My organization is provided with a clear and complete explanation regarding the basis for denying or reducing a rent adjustment.

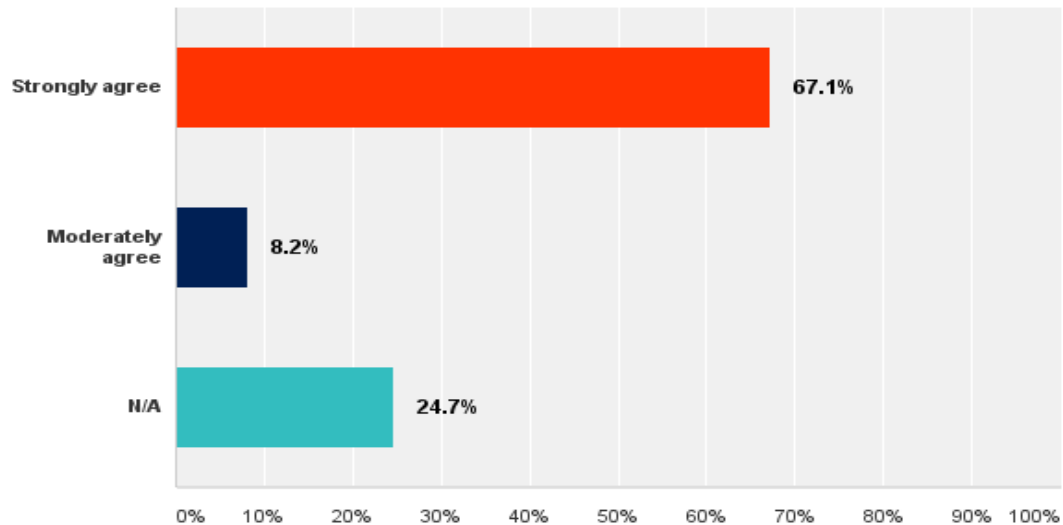
Answered: 74 Skipped: 17



## Rental Adjustments (continued)

### Q15 The rent adjustment process is conducted in a courteous and professional manner.

Answered: 73 Skipped: 18



## Comments from respondents – Rental Adjustments

Of the 74 respondents that participated in “Rental Adjustment” section, 8% offered the following comments and/or suggestions regarding Rental Adjustment:

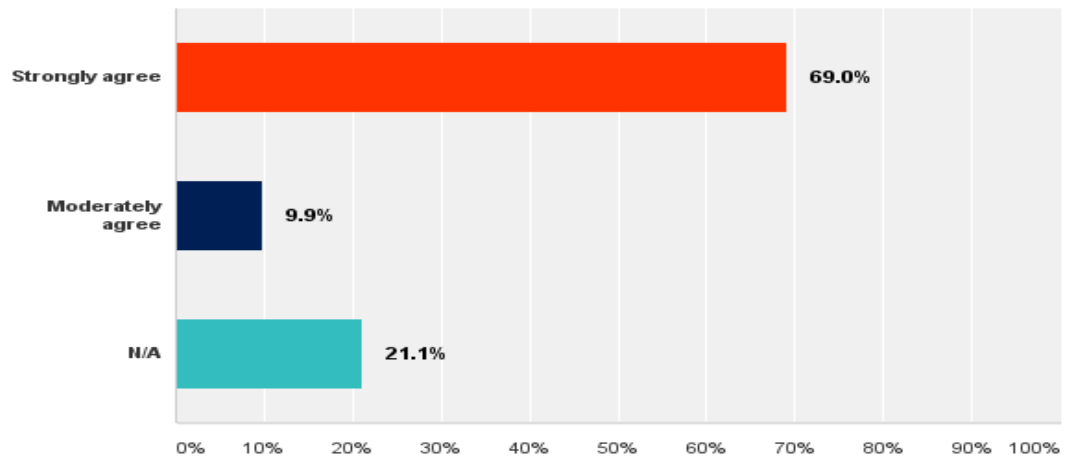
1. I don't process rent adjustments.
2. N/A
3. I am only the property manager. Corporate office or owner will need to answer the questions I have marked N/A. My MOR Inspector always does a great job explaining things to me and does a great job helping me understand expectations.
4. We have had trouble with the HUD property manager not following through or returning phone calls.
5. We utilize CGI Group (Another acronym). What does CGI stand for?
6. Do appreciate the automatic OCAF adjustment.

## Contract Renewals

The “Contract Renewal” section received 73 responses and, like the “Rental Adjustment” section, an average of 21% were answered N/A. Of the 73 respondents that participated, the following answers were provided:

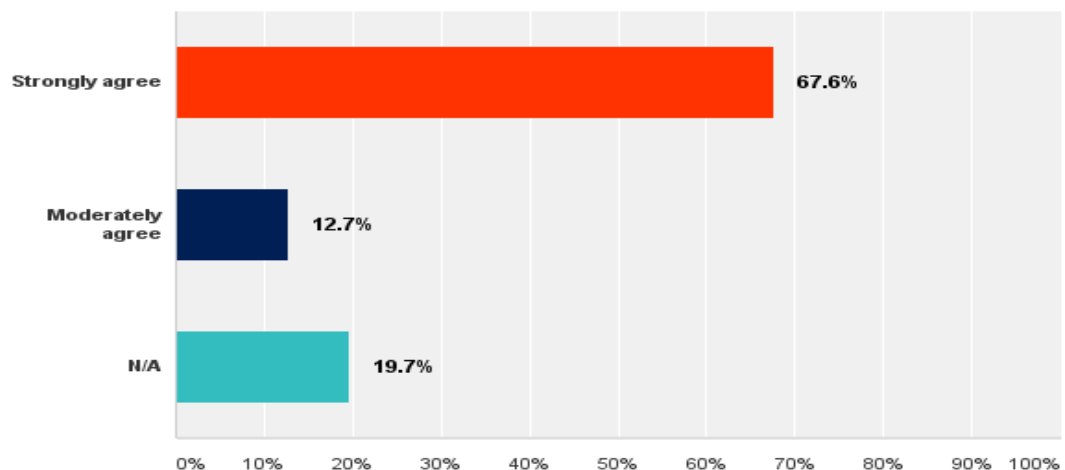
**Q17 The IFA team members processing the contract renewal have a thorough understanding of HUD rules and regulations and/or perform follow-up on owner/agent questions and provide guidance once the issue is researched.**

Answered: 71 Skipped: 20



**Q18 My organization is provided with clear and understandable answers to contract renewal questions.**

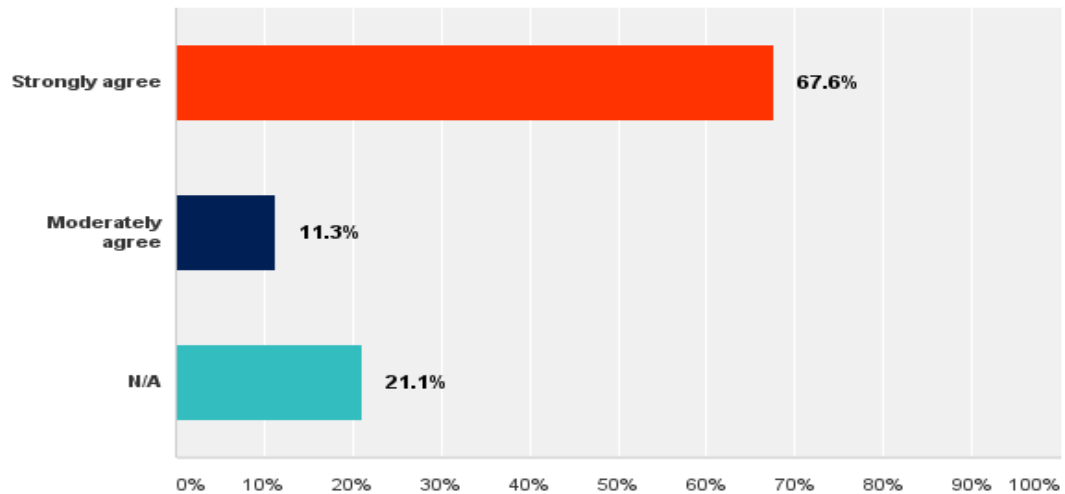
Answered: 71 Skipped: 20



## Contract Renewals (continued)

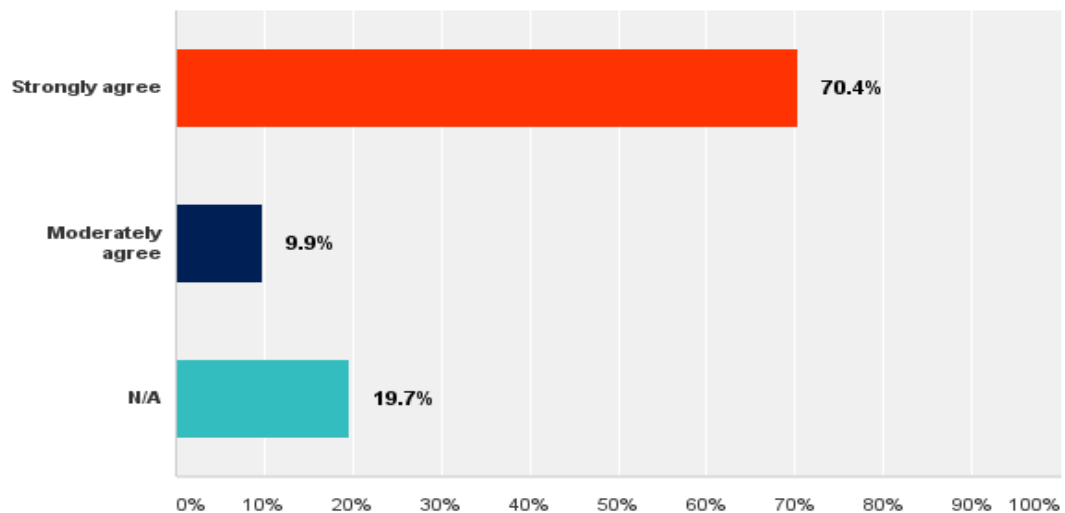
**Q19 IFA team members are easily accessible to provide technical assistance during and after the contract renewal process.**

Answered: 71 Skipped: 20



**Q20 My organization's phone calls and/or emails are responded to, by the appropriate IFA team member, within two business days.**

Answered: 71 Skipped: 20

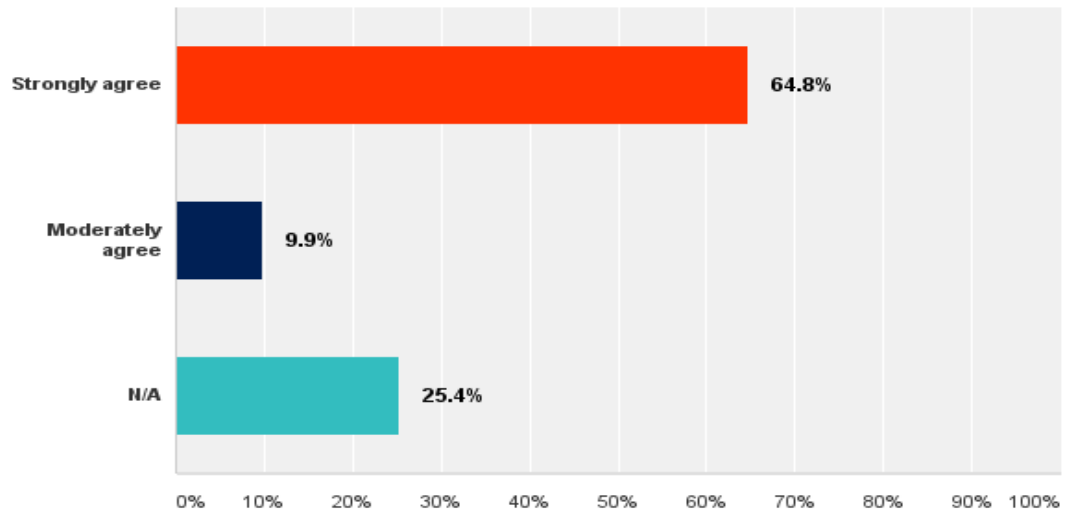




## Contract Renewals (continued)

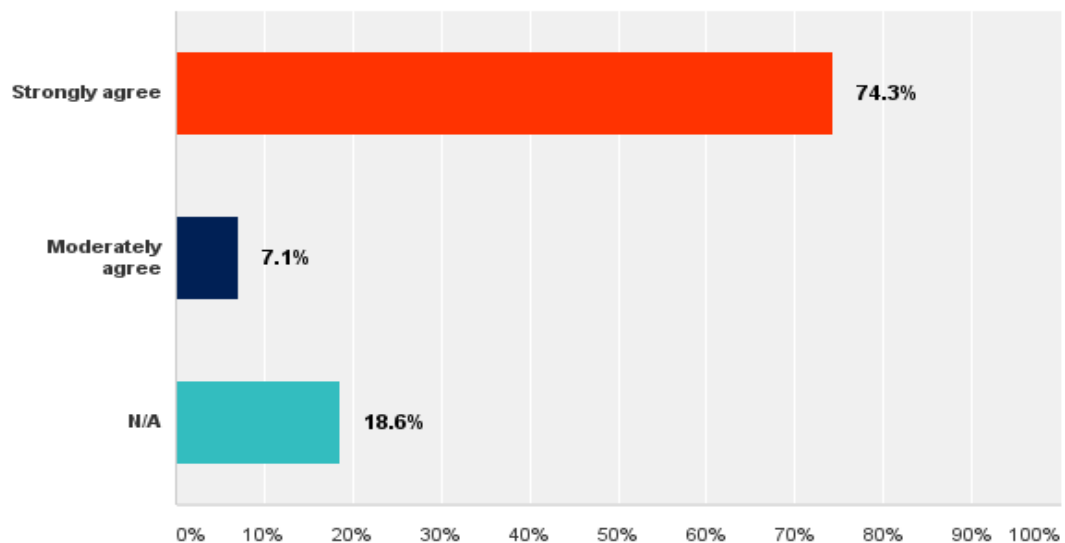
**Q21 My organization is promptly notified of any problems or delays in processing the contract renewal.**

Answered: 71 Skipped: 20



**Q22 The contract renewal process is conducted in a courteous and professional manner.**

Answered: 70 Skipped: 21



## **Comments from respondents – Contract Renewal**

Of the 71 respondents that participated in “Contract Renewal” section, 8% offered the following comments and/or suggestions regarding Contract Renewal:

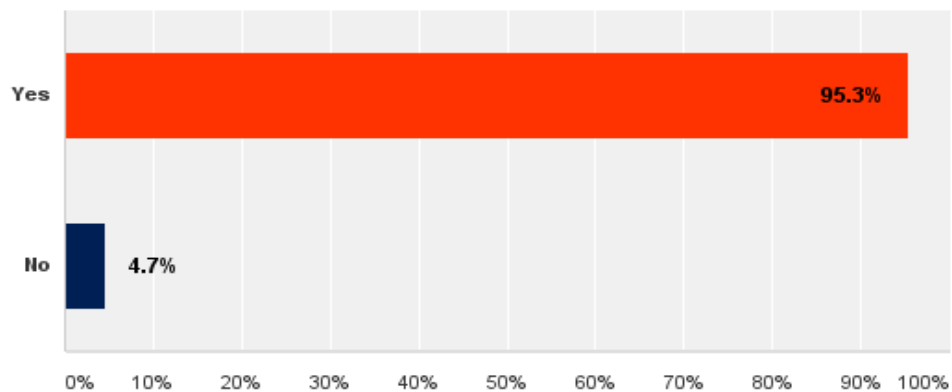
1. I am not real sure about this one. Management Co. must handle this. I’m sure it happens but not familiar enough to answer properly. Often, I feel like a mushroom when it comes to communication with them, the Management Co.
2. I do not process contract renewals.
3. N/A
4. The Rent Adjustments and Contract Renewal are no longer processed from this office. Commonbond is conducting these operations from the St. Paul office.
5. I am the new director and have not yet worked through a contract renewal with IFA staff.
6. Contract Renewals are done at our HQ.

## Payment of HAP Vouchers/ Special Claims

The payment of “HAP Vouchers/Special Claims” section received approximately 70 responses for most questions, but, like the “Rental Adjustment” and “Contract Renewal” sections, an average of 29% were answered N/A. Of the respondents that participated, the following answers were provided:

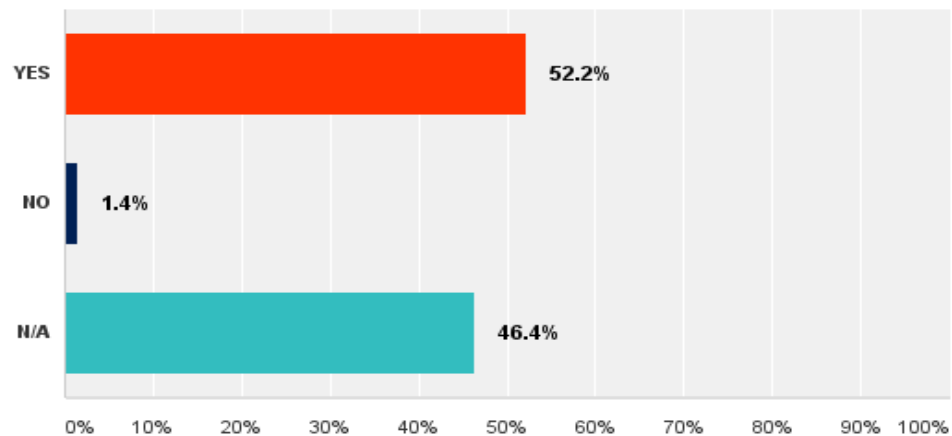
### Q24 Monthly subsidy payments are routinely received on the first business day of the month.

Answered: 64 Skipped: 27



### Q25 If there was a delay in receiving the monthly subsidy payment, a clear and understandable explanation was provided.

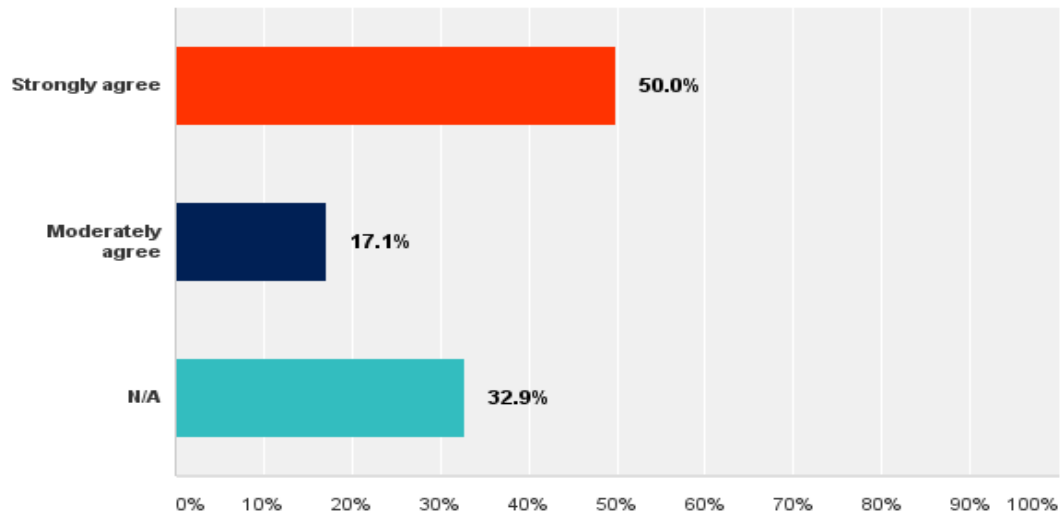
Answered: 69 Skipped: 22



## Payment of HAP Vouchers/ Special Claims (continued)

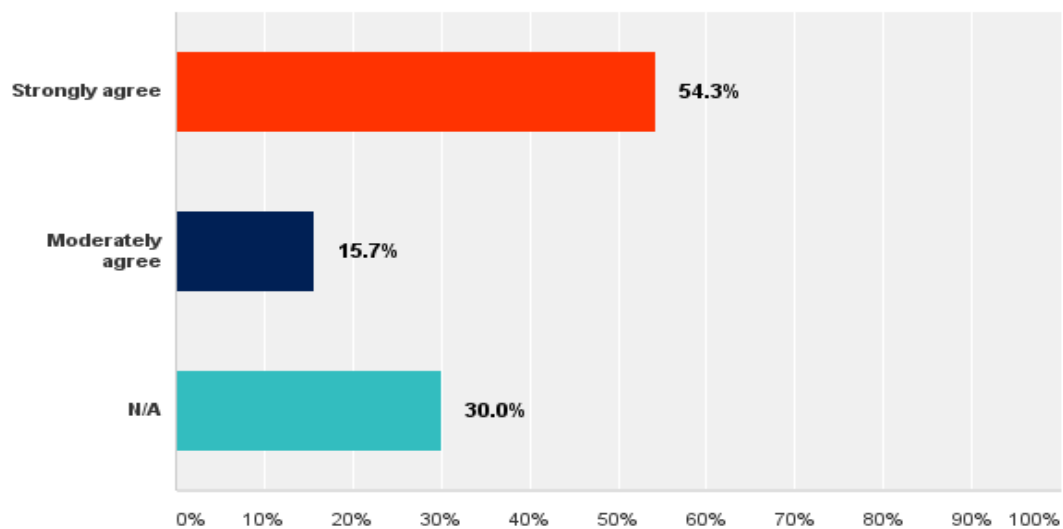
**Q26 My organization is informed, in advance, if a funding shortfall will result in the delay of the disbursement of the HAP subsidy.**

Answered: 70 Skipped: 21



**Q27 Special claims requests are processed promptly with a thorough understanding of HUD rules and regulations.**

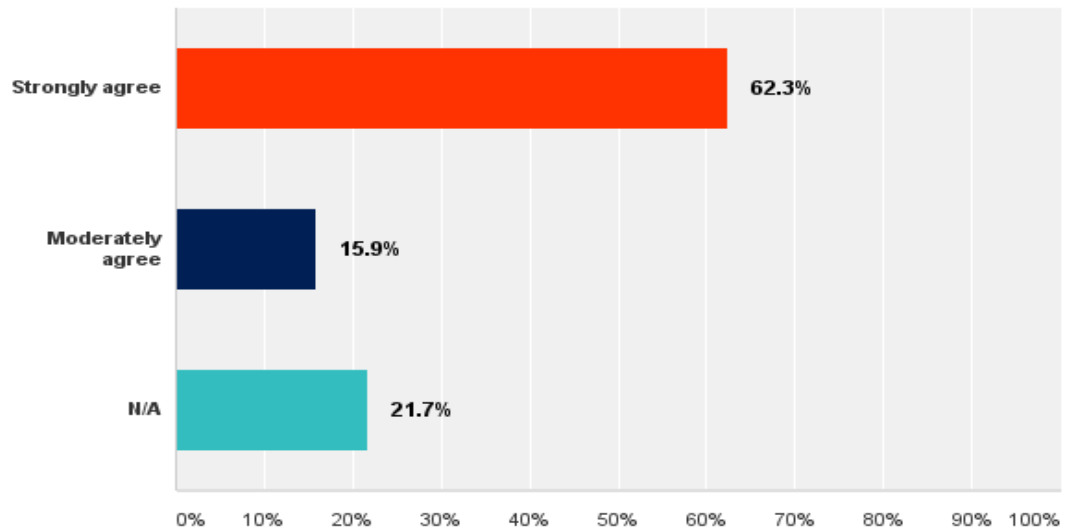
Answered: 70 Skipped: 21



## Payment of HAP Vouchers/ Special Claims (continued)

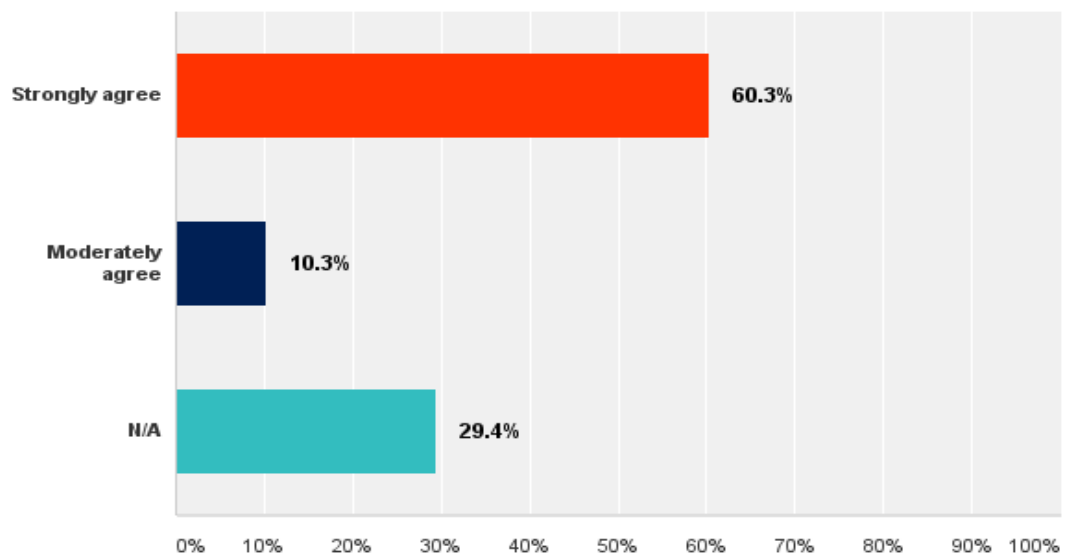
**Q28 My organization is provided with clear and understandable answers to my voucher adjustment/special claims questions.**

Answered: 69 Skipped: 22



**Q29 My organization is provided with prompt technical assistance during and after the special claims process.**

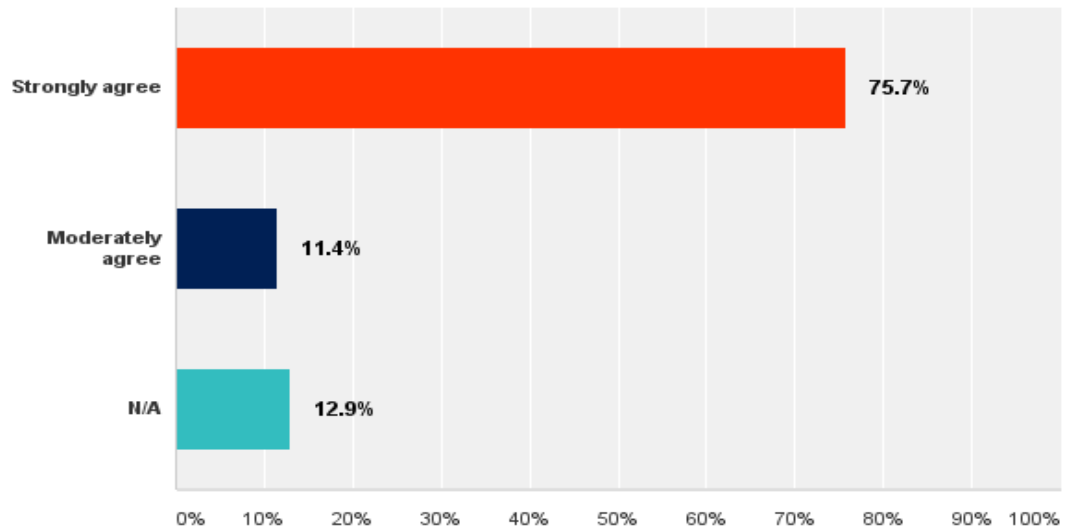
Answered: 68 Skipped: 23



## Payment of HAP Vouchers/ Special Claims (continued)

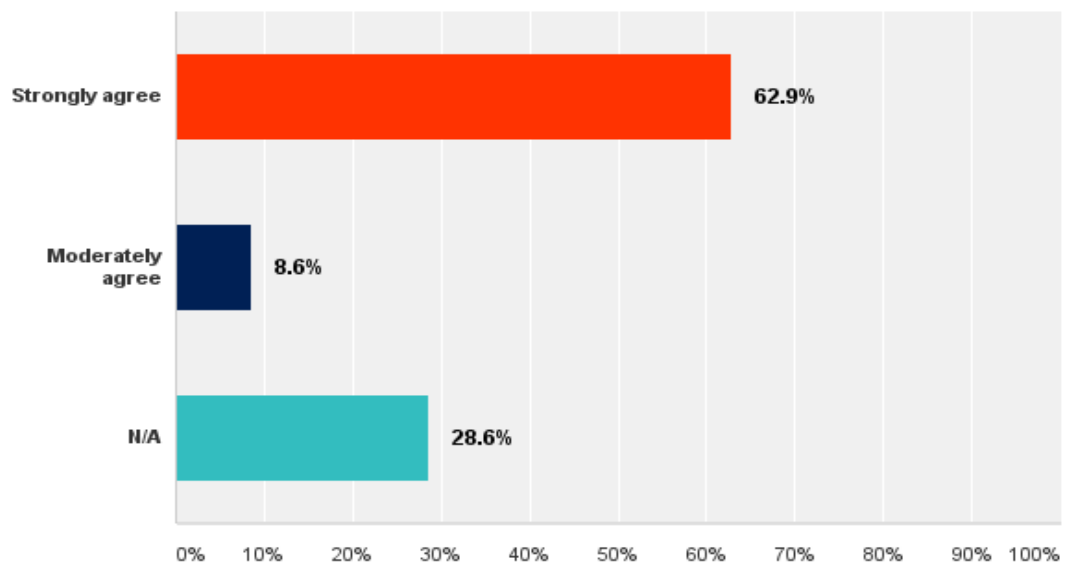
**Q30 IFA is easily accessible and provides a response to questions via phone or e-mails within two business days.**

Answered: 70 Skipped: 21



**Q31 Special claims requests are processed in a courteous and professional manner.**

Answered: 70 Skipped: 21



### **Comments from respondents – the Payment of HAP Vouchers/Special Claims**

Of the 70 Owner/Agents that participated in “The Payment of HAP Vouchers/Special Claims” section, 9% offered the following comments and/or suggestions regarding HAP Vouchers/Special Claims:

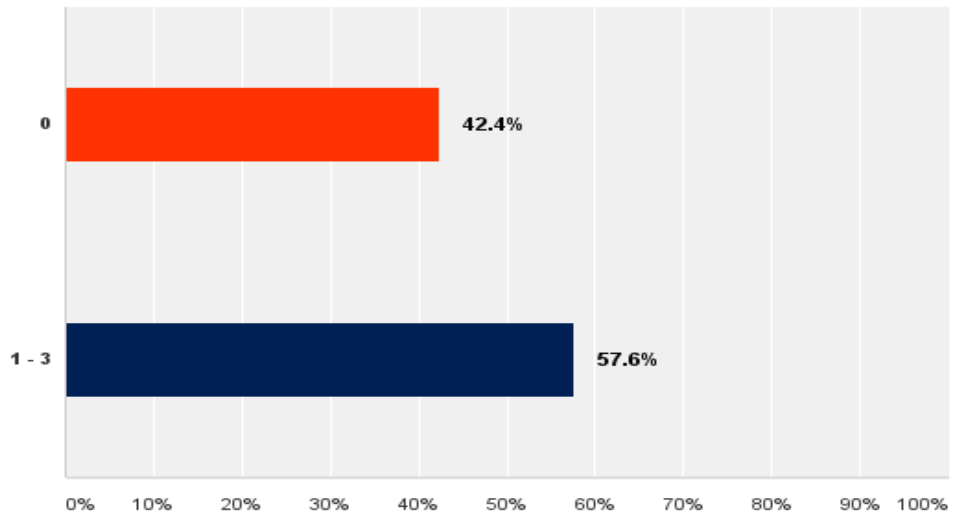
1. Management Co. handles this also. I know of no problems.
2. Special Claims does a great job. IFA’s staff is easy to understand.
3. N/A
4. Excellent processing of Special Claims and thorough explanation of adjustments.
5. Subsidy payments are received at HQ in Cleveland therefore questions are NA for me.
6. This is all handled through my home office.

## CGI (IFA's sub-contractor for voucher reconciliation and transmission to HUD)

An average, 68 Owner/Agents answered questions on the “CGI” section of the customer survey. Of the stakeholders that participated, the following responses were provided:

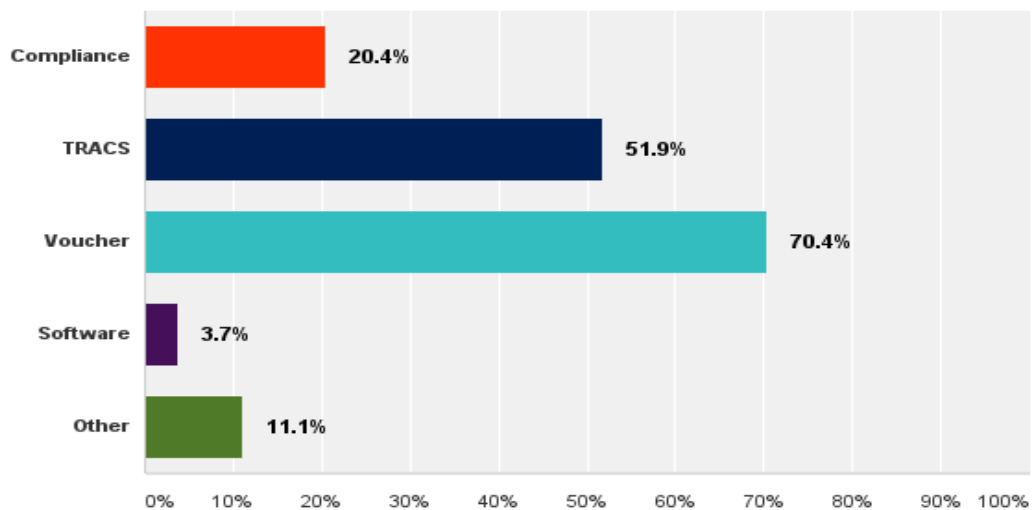
### Q33 How many times (per month) have you contacted CGI for assistance with the voucher?

Answered: 59 Skipped: 32



### Q34 My organization has contacted CGI regarding the following issues (check all that apply):

Answered: 54 Skipped: 37

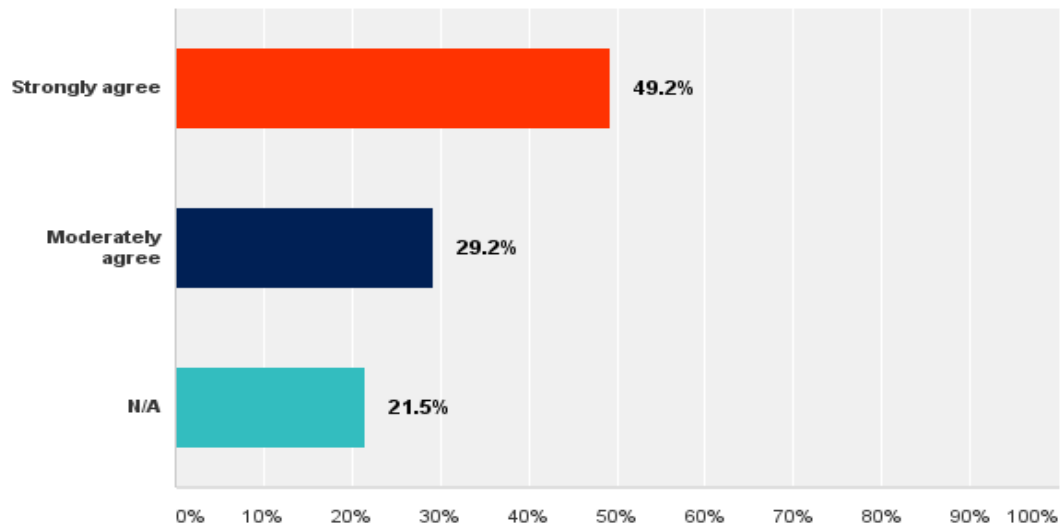




## CGI (continued)

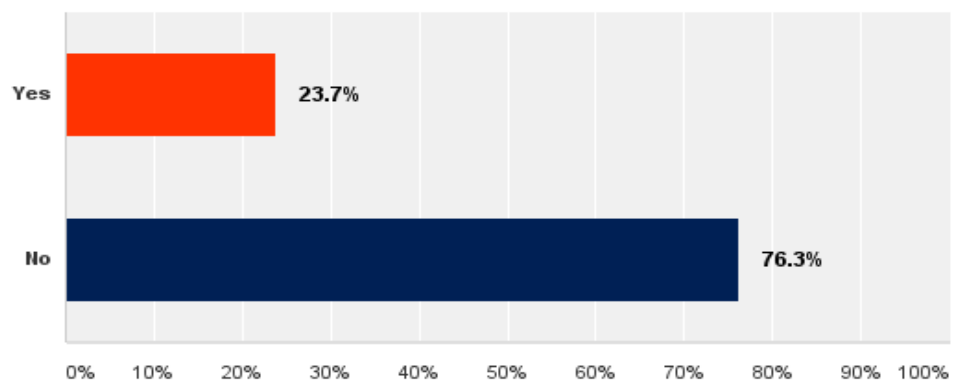
**Q35 My organization was provided with clear and understandable answers to voucher compliance/submission question(s).**

Answered: 65 Skipped: 26



**Q36 My organization called CGI more than one time to resolve the same issue.**

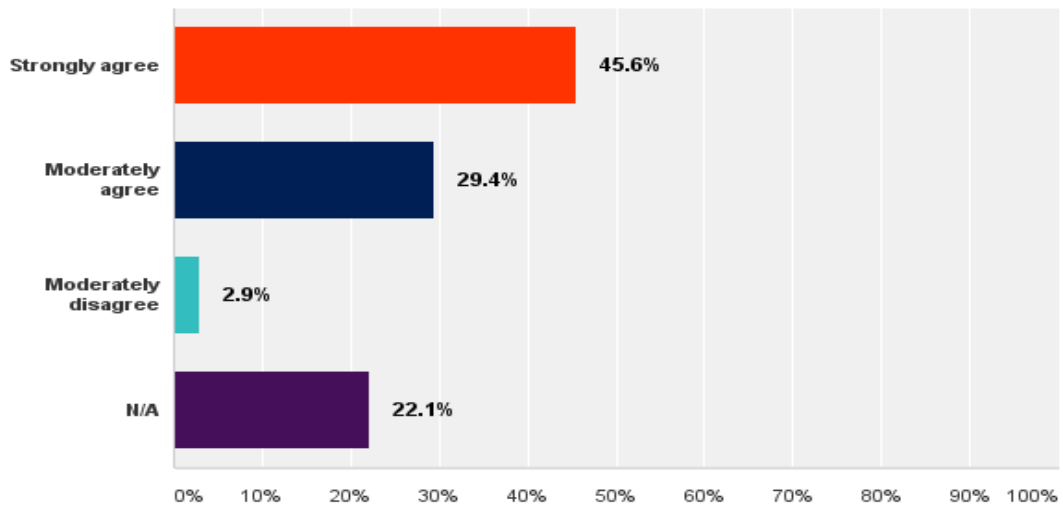
Answered: 59 Skipped: 32



## CGI (continued)

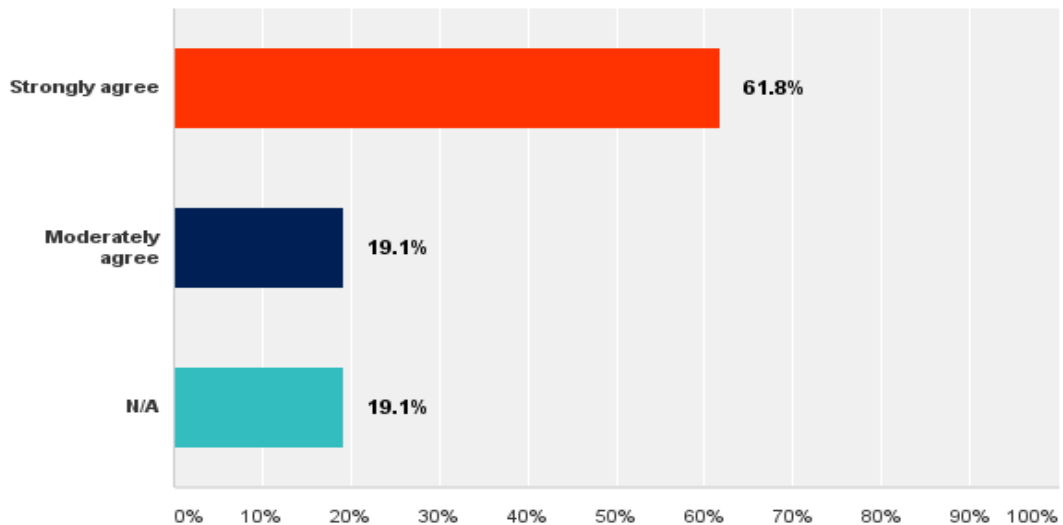
**Q37 CGI is easily accessible and provides prompt technical assistance to complete the reconciliation process.**

Answered: 68 Skipped: 23



**Q38 My organization's phone calls and/or emails are responded to within two business days.**

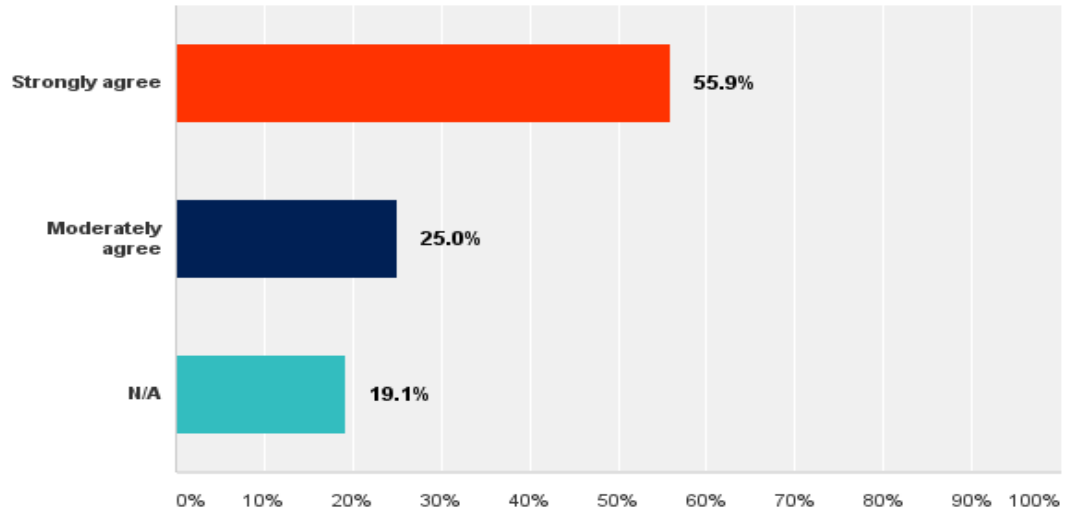
Answered: 68 Skipped: 23



## CGI (continued)

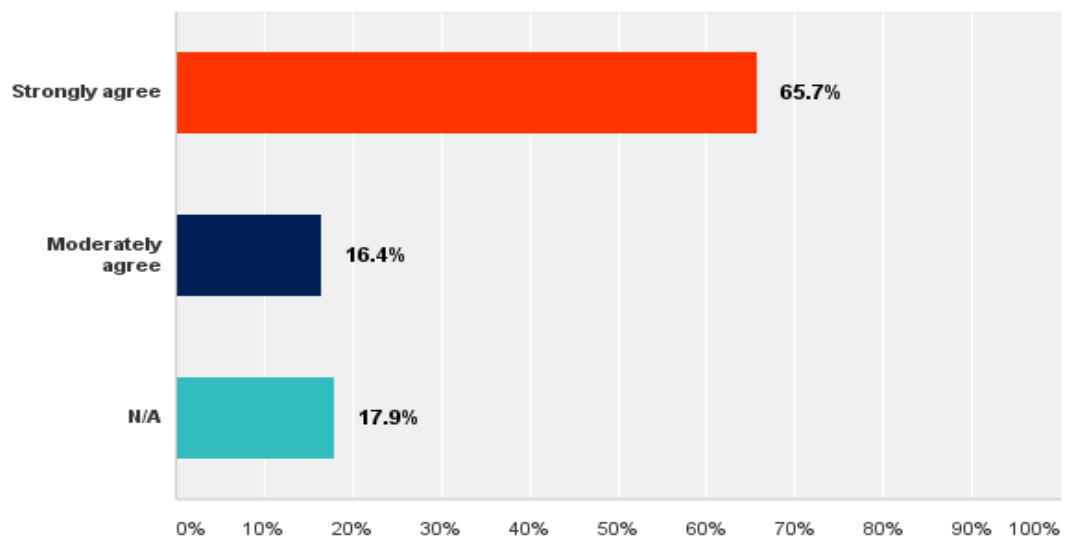
### Q39 The monthly voucher reconciliation completed by CGI is clear and concise.

Answered: 68 Skipped: 23



### Q40 The monthly voucher is processed in a courteous and professional manner.

Answered: 67 Skipped: 24



### **Comments from respondents – CGI (IFA’s sub-contractor)**

Of the 68 Owner/Agents who participated in the “CGI” section of the customer survey, 15 % offered the following comments and/or suggestions regarding EPS, Inc.:

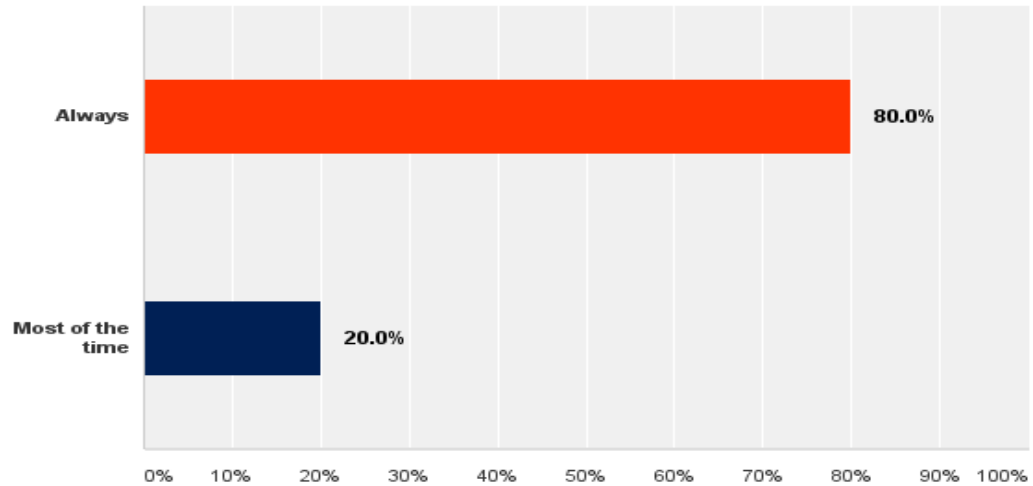
1. N/A
2. CGI is very helpful.....
3. Very fast response on technical questions. CGI exceeds our expectations.
4. My Corporate office handles everything regarding this question, I do not process TRACS vouchers in my office.
5. If you error 3 times in 12 months your subsidy can be withheld. The HUD language is terrible. Treats everyone like a criminal.
6. CGI staff is a great asset to CGI.
7. Not all of these apply to me.
8. Do appreciate the final reconciliation report.
9. Just this month was our first issue with the voucher and switch to TRACS 202D since the first two months switching to CGI.
10. CGI staff is a strong and excellent mentor helping me with questions and corrections on my vouchers. CGI is outstanding.

## Customer Service / Communication

The “Customer Service and Communication” section received 72 responses from owner/agents. Of those that participated in this section, the following answers were recorded:

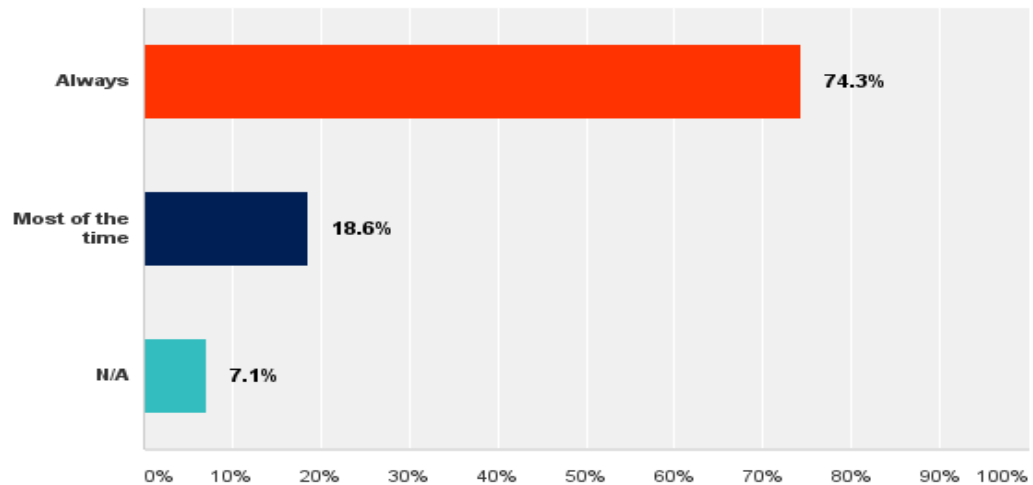
### Q42 Questions/inquiries are responded to courteously and professionally by the appropriate staff person.

Answered: 70 Skipped: 21



### Q43 When necessary, a written response is provided (whether electronically or via mail service).

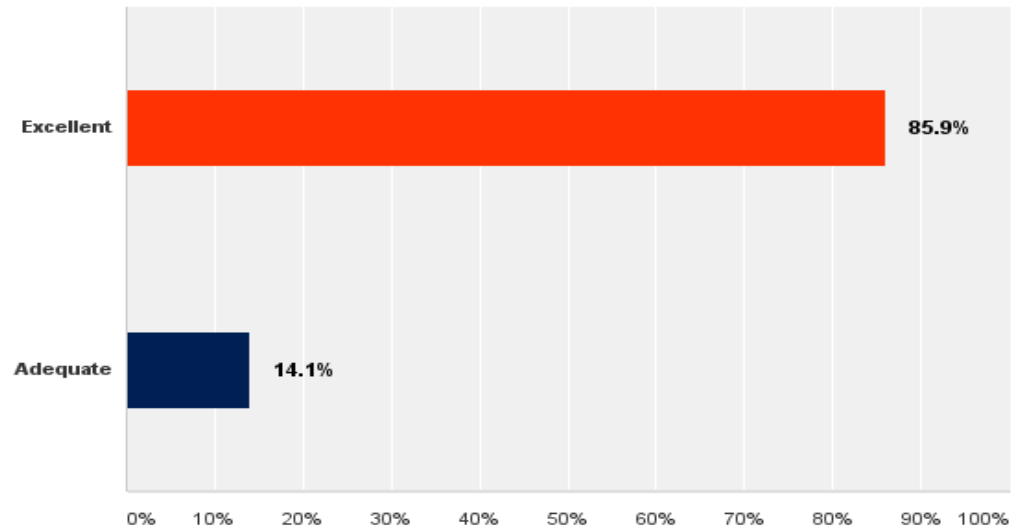
Answered: 70 Skipped: 21



## Customer Service / Communication (continued)

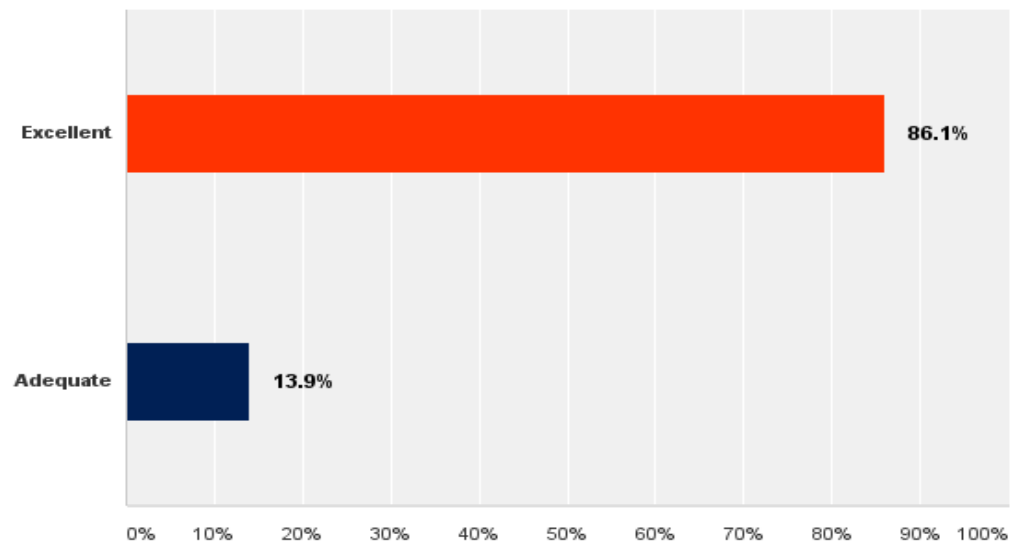
### Q44 Providing excellent customer service that is courteous and respectful is a priority for all levels of IFA staff.

Answered: 71 Skipped: 20



### Q45 My organization's working relationship with IFA is:

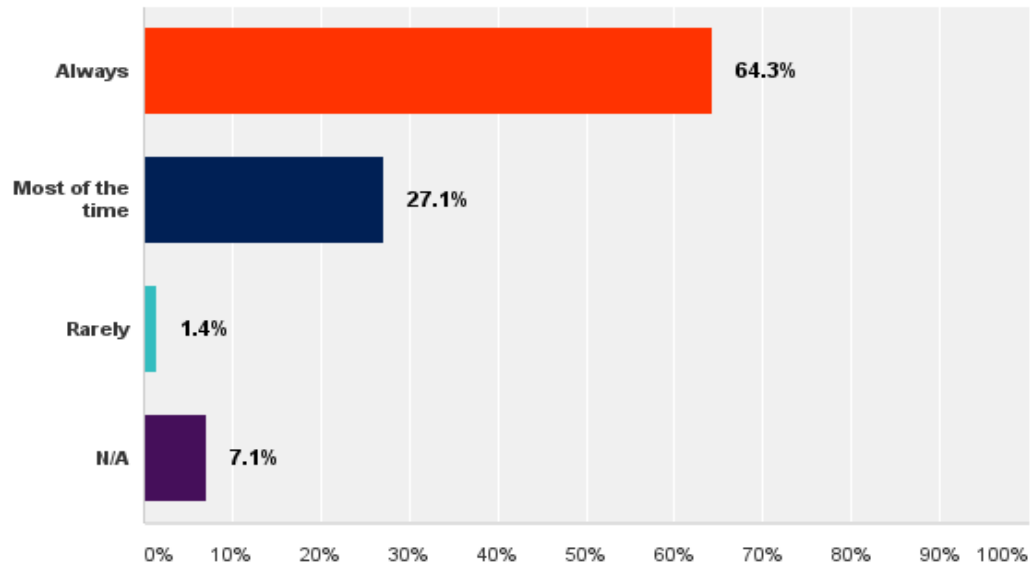
Answered: 72 Skipped: 19



## Customer Service / Communication (continued)

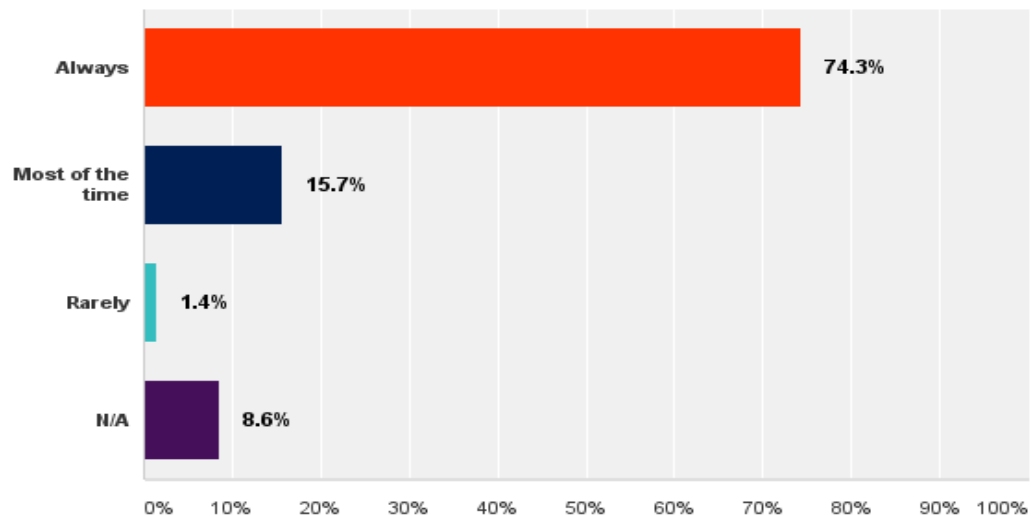
### Q46 Policy/regulatory updates are provided on a regular basis.

Answered: 70 Skipped: 21



### Q47 My organization is provided with accurate and complete information to help facilitate the smooth processing of routine functions (i.e. budget adjustments, contract renewals, MORs, etc.).

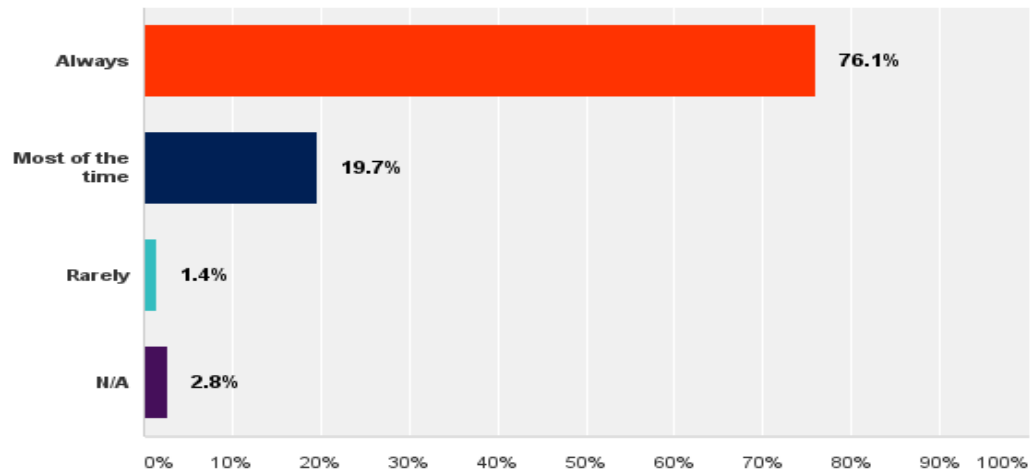
Answered: 70 Skipped: 21



## Customer Service / Communication (continued)

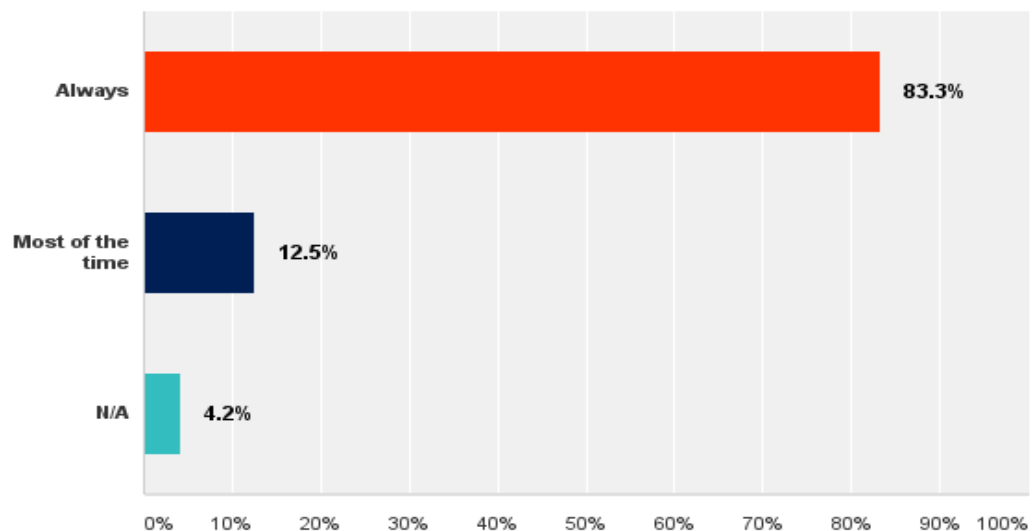
**Q48 Both the owner and management agent receive same documents when IFA initiates an action (Health, Safety, Maintenance Inquiry, MOR reports, requests for information, etc.).**

Answered: 71 Skipped: 20



**Q49 My organization has confidence in the information provided by IFA and considers them a partner in our success.**

Answered: 72 Skipped: 19





## **Comments from respondents – Customer Service and Communication**

Of the 72 stakeholders who participated in the “Customer Service and Communication” section of the customer survey, 4% offered the following comments or suggestions:

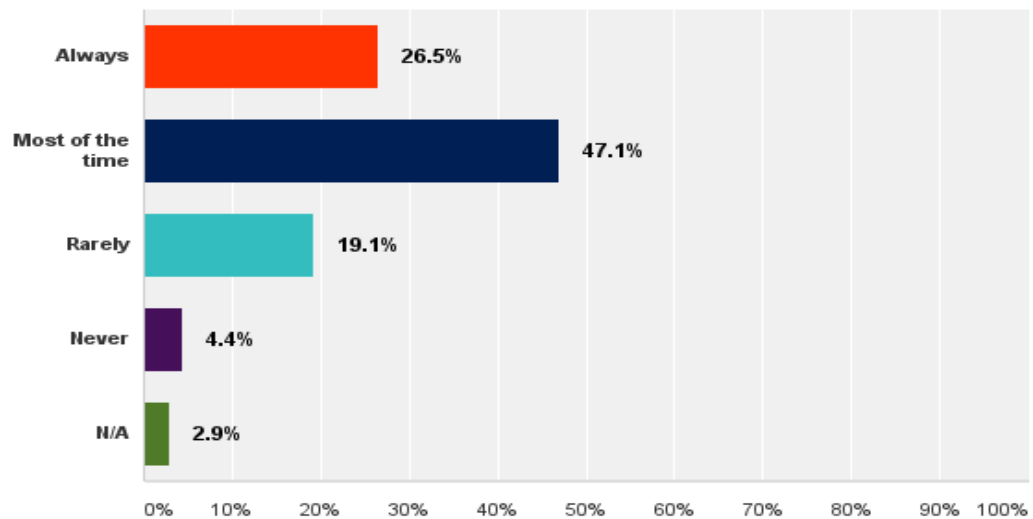
1. N/A
2. Policy/regulatory updates and items on this page go through my corporate office first.
3. My HCS has provided me with so much guidance, quickly and thoroughly, to help me do me do my job. The HCS is always happy to help me.

## Training

Approximately 67 Owner/Agents answered questions in the “Training” section of the customer survey. Of those who participated, the following responses were provided:

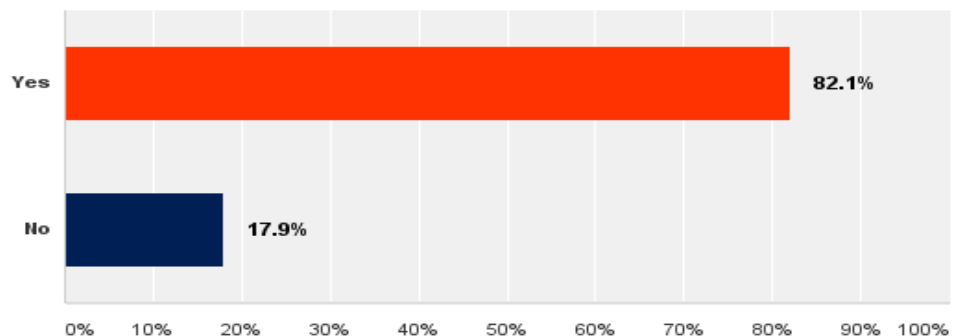
**Q51 My organization routinely uses the IFA website ([www.iowafinanceauthority.gov](http://www.iowafinanceauthority.gov)) to obtain up-to-date forms, handbooks, and documents, and to assist with other compliance needs.**

Answered: 68 Skipped: 23



**Q52 My organization reads the Section 8 newsletter and bulletins because they provide important information relevant to managing a Project-Based Section 8 property.**

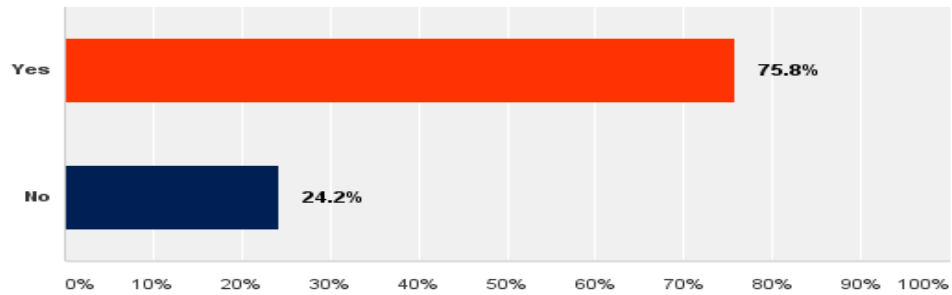
Answered: 67 Skipped: 24



## Training (continued)

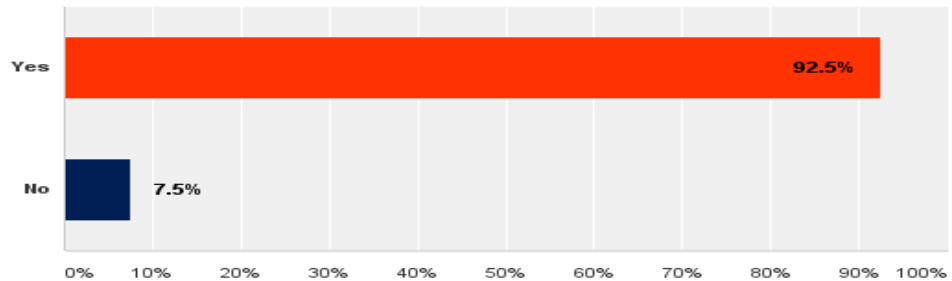
**Q53 My organization would access the Iowa Communications Network (ICN) to participate in relevant Project-Based Section 8 training (ICN sites are usually available at community colleges or high schools).**

Answered: 66 Skipped: 25



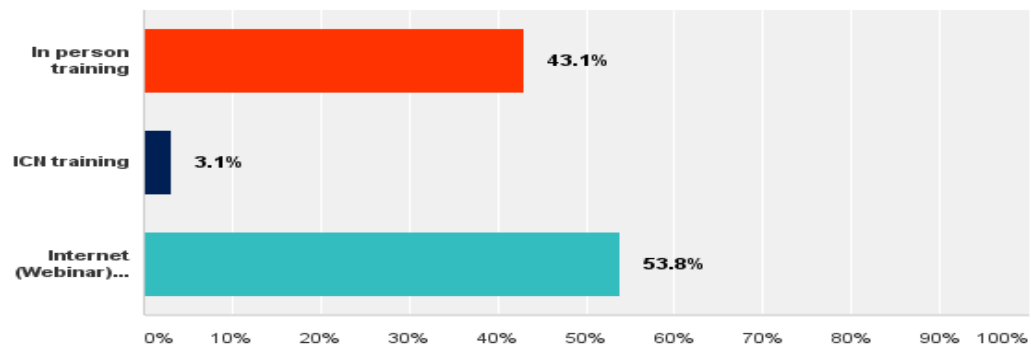
**Q54 My organization would participate in relevant Project-Based Section 8 training sessions if they were available on the Internet (Webinar).**

Answered: 67 Skipped: 24



**Q55 Please mark your organization's preferred training method:**

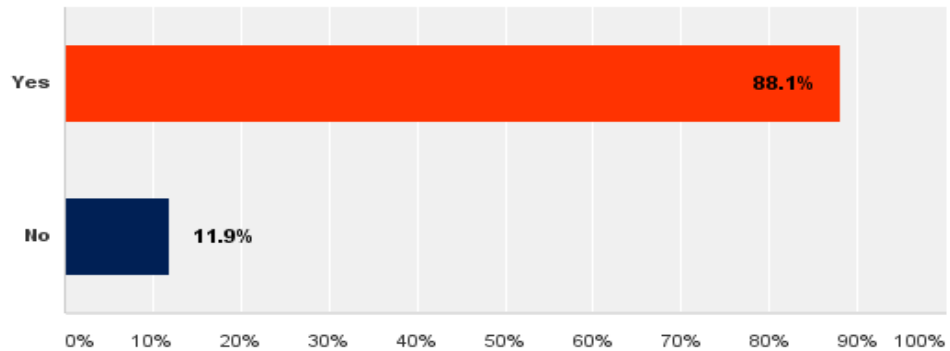
Answered: 65 Skipped: 26



## Training (continued)

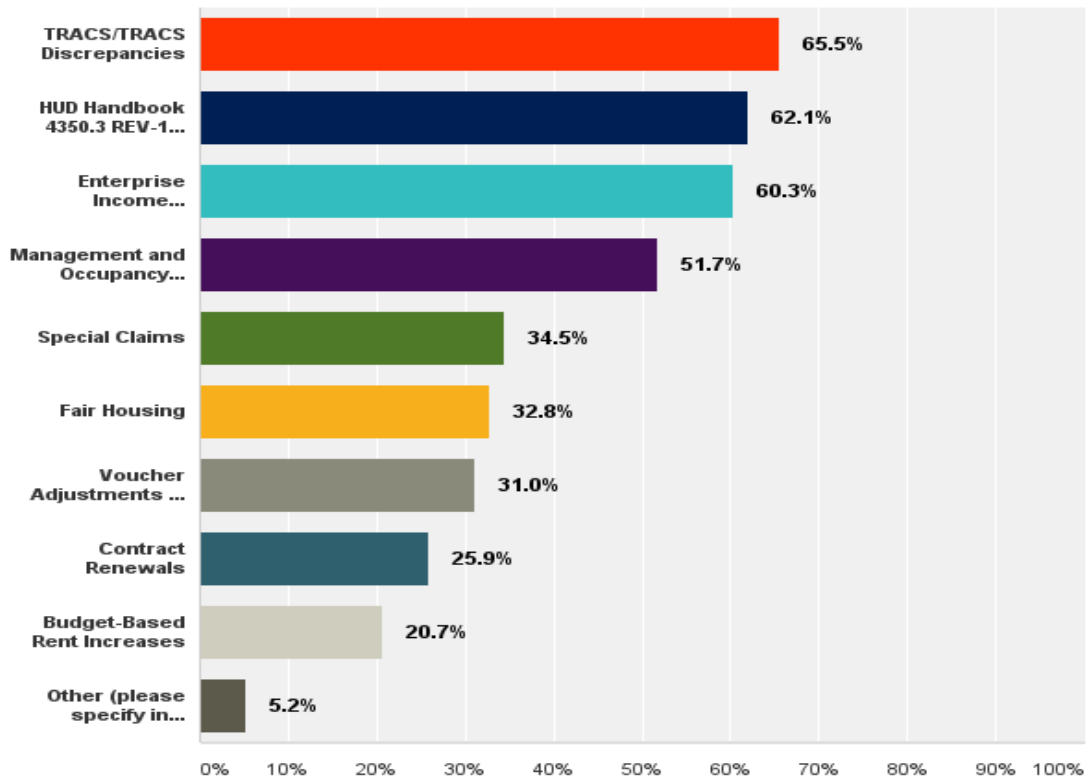
**Q56 If IFA hosted related relevant Project-Based Section 8 training opportunities, at least one person from my organization would attend.**

Answered: 67 Skipped: 24



**Q57 My organization would benefit from additional training about (please select 3):**

Answered: 58 Skipped: 33



## **Comments from respondents – Training**

Of the 67 Owner/Agents that participated in the “Training” section, 12% offered the following comments/suggestions regarding the “Training” section:

1. N/A
2. The voucher and special claims are processed in the St. Paul office of Commonbond. They should be in better position to answer these questions.
3. When training takes place it is easier to train for specific contracts instead of “all” contracts. Example: Section 8 202 vs. 236. I’m not interested in learning about 236 etc. Why test on items we don’t use?
4. I live in MPLS and only have 16 units of Section 8 in Iowa. I take training in MN.
5. I cannot answer all of these.
6. Anything relevant to what we do.
7. The whole general over view as to how it all works together. What group does what? HUD, IFA, CGI, etc. The connections of it all.
8. I am always looking for ways to improve my understanding and skills, and would be excited if IFA could provide the above training. I would definitely enroll and do it!